

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 04/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		19
ELM		32
Employee Self Service (ESS)		4
ESS Employee Self-Service		1
HR Human Resources	Acceptance Testing	3
	Assessment	17
	Assigned	112
	Awaiting Customer	11
	In Development	3
	In Work	24
	Rework	2
	System Test	2
HR Human Resources		174
Interfaces		10
Learn		2
Mgr Self Service (MSS)		8
MSS Manager Self-Service		1
Not Applicable		79
PeopleTools		5
Performance Mgmt		24
POS Position Control		4
PY Payroll	Acceptance Testing	2
	Assessment	8
	Assigned	56
	Awaiting Customer	8
	In Work	21
	System Test	4
PY Payroll		99
Recruiting		40
Reports		42
Security		21
SPRS Payroll		1
TL Time and Labor		148
Grand Total		714

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	28
Assessment	44
Assigned	435
Awaiting Customer	42
Hold- Pending Next Upgrade	1
Hold- Pending Oracle Fix	7
In Development	5
In Work	125
Pending Prod Approval	2
Rework	10
System Test	15
Grand Total	714

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	1
	ELM	2
	HR Human Resources	16
	Interfaces	2
	Not Applicable	1
	PeopleTools	1
	Performance Mgmt	5
	PY Payroll	18
	Recruiting	3
	Reports	3
	Security	7
	TL Time and Labor	7
High		66
Medium		375
Low		273
Grand Total		714

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	2
Assessment	4
Assigned	29
Awaiting Customer	1
In Development	1
In Work	19
Pending Prod Approval	1
Rework	5
System Test	4
Grand Total	66

All SRs by Status

(Includes Closed, Completed after 03/01/21)

Status	Count of Status
Acceptance Testing	28
Assessment	44
Assigned	435
Awaiting Customer	42
Closed	32
Completed	669
Hold	8
Hold- Pending Next Upgrade	1
Hold- Pending Oracle Fix	7
In Development	5
In Work	125
Pending Prod Approval	2
Rework	10
System Test	15
Grand Total	1423

CAPPS HR/Payroll Trend Report – Service Requests

Mar. 2020 – Mar. 2021

Status	MAR 2020	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR 2021	Totals
Opened	634	583	474	504	784	640	826	751	590	522	660	467	720	8155
Closed	627	584	475	562	674	520	935	784	581	526	686	564	701	8219

